

A man and a woman are running on a paved path that leads towards a vast, open landscape under a sunset sky. The woman is in the foreground, wearing a light green vest over a pink top and dark leggings. The man is slightly behind her, wearing a teal shirt and black shorts. The word "aetna" is overlaid in large white lowercase letters across the middle of the image.

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Caring for our CDH Gold Members

Care and condition management

A wide range of help for you

- Using the health care system
- Using the CDH Gold health plan benefits
- Self-management
- Working with multiple providers
- Managing symptoms when chronic conditions worsen
- Controlling avoidable costs
- Coordination of end-of-life and life-limiting care needs



A wide range of help for you

We personalize support by asking:

- What's important to you?
- What are your goals?
- What are your strengths?
- What worries you?
- What changes are you ready to make?



Support is provided based on your needs

Active monitoring with health coach

Active monitoring

Supportive monitoring

- Bi-annual newsletters
- Access to secure member website for self-directed learning
- Access to disease management program health coach who is a registered nurse, via the 1-866-269-4500
- Members receive care considerations letter

All features of supportive monitoring, plus

- Introductory letter invites you to call our toll-free number and speak with a health coach for personalized education
- Care considerations via letters and telephone calls
- Access to registered dietitians when working with a nurse
- Self-monitoring equipment as needed

All features of active and supportive monitoring, plus

- Ongoing outreach by your health coach to assess and monitor
- Individualized care planning, goal setting, and targeted education
- Holistic approach - Single nurse acts as your health coach for your health care needs

Managing a wide array of health conditions

Cancer

General cancer
Breast cancer
Colorectal cancer
Lung cancer
Lymphoma/leukemia
Prostate cancer

Gastrointestinal

Chronic hepatitis
Gastro esophageal reflux disease (GERD)
Inflammatory bowel disease (IBD) (Crohn's disease)
Peptic ulcer disease

Orthopedic/ Rheumatologic

Chronic lower back pain
Osteoarthritis (OA)
Osteopenia
Osteoporosis
Rheumatoid arthritis (RA)

Pulmonary

Asthma – adult and pediatric
Chronic obstructive pulmonary disease (COPD)

Renal

Chronic kidney disease
End stage renal failure

Vascular

Cerebrovascular disease/stroke (CVA)
Coronary artery disease (CAD)
Diabetes – adult and pediatric
Heart failure
High blood pressure (hypertension) – adult and pediatric
High cholesterol (hyperlipidemia)
Peripheral artery disease (PAD)

Other

Cystic fibrosis – adult and pediatric
Depression (addressed as co-morbid condition)
HIV
Hypercoagulable state
Sickle cell disease – adult and pediatric
Weight management – adult and pediatric

Online health coaching programs offer broad support

Supports chronic conditions and wellness including:

- Asthma
- Cholesterol control
- Diabetes management
- Blood pressure control
- Healthy back
- Stress less
- Tobacco cessation
- Healthy eating
- Fitness
- Sleep
- Weight management
- Healthy living



**Online health
coaching
programs**



A case management story: Jenny

- Single, age 24
- Works full time, student part time
- Frequent migraines
- Multiple ER visits
- Using out-of-network doctors leading to higher out-of-pocket costs for her

A case management story: Robert

- Married, three children, age 47
- Works full time
- Hypertension, smoker
- Current hospital admission for chest pain – second admission within the past 90 days





A case management story: Sam

- Premature birth at 33 weeks – weight four pounds
- In the NICU to support breathing, feeding and maintaining his body temperature
- Possible infection

Be well

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